

## BigFix Product \_ Lead Site Reliability Engineer (SRE)

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Company: HCLSoftware

Location: India

Category: other-general

About the job Greetings from “HCL Software” Is a Product Development Division of HCL Tech!! HCL Software Is a Product Development Division of HCL Tech: That operates its primary software business. At HCL Software we develop, market, sell and support over 20 product families in the areas of Customer Experience, Digital Solutions, Secure DevOps, Security & Automation. About BigFix Product: -HCL BigFix is the only Endpoint Management Platform that enables IT Operations and Security teams to fully automate discovery, management, and remediation – whether its on-premises, virtual, or cloud – regardless of operating system, location, or connectivity. BigFix can find and fix endpoints faster than any other solution. Our strengths come from our solid background in SW development practices like Agile methodologies and Design Thinking. We are focused on innovation and new technologies, and we continue to grow year on year. Job Description: What we are looking for: -HCL BigFix is looking for a Site Reliability Engineer to work on infrastructure for a new product that will help keep our customers’ end points secure. You will be a part of a team. that leverages modern technological solutions to drive growth and efficiency. Your daily responsibilities will be centered on HCL BigFix’s cloud infrastructure, with daily tasks related. to improve scalability, reliability, and observability. The ideal candidate will have a strong background in software engineering and systems. administration, with a proficiency in modern infrastructure tools (e.g., Kubernetes, Docker, AWS/GCP/Azure), with a passion for designing, implementing, and maintaining reliable and scalable systems. On-call duties are involved in this role. What You Bring: -BS in Computer Science or related technical field or proof of exceptional skills in related fields with practical software engineering experience. Expert

knowledge of cloud operating system internals, filesystems, disk/storage technologies, and storage protocols, and networking stack. 3+ years of managing services in Distributed Systems. 3+ years of experience with common containerization tools, such as Kubernetes or Docker. Expert knowledge of at least one higher-level language such as Python or Go. Experience leading troubleshooting and full-cycle incident response, including mitigation, correction, and prevention. Expert knowledge of CI/CD tools, Jenkins, or GitHub Actions.

**What You Do:** Collaborate with development and operations teams to design, implement, and maintain scalable and reliable infrastructure solutions. Implement and manage monitoring, alerting, and logging systems to ensure proactive identification and resolution of issues. Work on the automation of infrastructure provisioning. Perform regular system and application performance analysis, tuning, and capacity planning. Ensure cost efficiency and efficacy of complex, multi-cloud products and tackle ongoing cost minimization efforts. Ensure the availability of new and existing developer tools. Drive the migration of large-scale, distributed diagnostics applications towards cloud-native microservices. Analyse and plan for capacity management and lead infrastructure change management for cloud-based services. Work with SWE counterparts to identify and mitigate production issues. Document and implement failover/disaster recovery plans. Participate in code reviews and contribute to technical architecture documents. Participate in team on-call rotations.

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